

# LMA Charter



## Purpose


The Lloyd's Market Association ("LMA") enables the success of our members and of the Lloyd's market by delivering expertise, education and connecting and synthesising market opinion so that we make the market a better place. Individual members of LMA committees, panels and forums act in accordance with our values to enrich the marketplace by sharing a variety of perspectives and insights. Members recognise that diversity and inclusion enhance performance for individuals and organisations and commit to building and maintaining an inclusive environment for the benefit of our stakeholders and communities.

The LMA Board continues with its pledge to work actively through the CEO reporting network to tackle inappropriate inter-firm behaviours. The LMA Charter ("Charter") sets out how we expect all our members and guests to conduct themselves when working in the London market and, in particular, when attending events held under the auspices of the LMA, e.g., committee/panel meetings or participating in an LMA event or Academy programme.

## Our Values

<b>Inclusive</b> 	We enrich the marketplace by developing people and seeing ideas from a wide variety of backgrounds, culture and skills. We embrace a diverse and flexible workplace.
<b>United</b> 	As a representative voice of our members, we connect and work with our people and communities to build consensus around a common purpose.
<b>Trusted</b> 	Our expertise and independence enable us to influence, support and positively impact the market.
<b>Passionate</b> 	We take pride in helping the market to succeed and achieve great outcomes for our members and their customers.
<b>Bold</b> 	We strive to be adventurous in what we do, allowing us to lead, challenge and think innovatively.

## Behavioural Framework

Value	Exemplar behaviours	Contra-indicators	Examples of Contra-indicators
<b>Inclusive</b> 	<ul style="list-style-type: none"> <li>I treat others with respect at all times.</li> <li>I treat others the way they want to be treated.</li> <li>I actively create equal opportunities for all.</li> <li>I challenge the non-inclusive behaviour of others when I see it.</li> </ul>	<ul style="list-style-type: none"> <li>I do not always treat others with respect.</li> <li>I use humour to mask non-inclusive and inappropriate language and behaviours.</li> <li>I do not actively create equal opportunity.</li> <li>I do not actively encourage less forthright voices to speak up.</li> </ul>	<ul style="list-style-type: none"> <li>Calling into question the technical capabilities of other market participants.</li> <li>Joking about an individual's gender or sexuality, particularly when seeking to undermine their opinion.</li> <li>Seeking and/or listening to the views of only a limited number of members.</li> </ul>
<b>United</b> 	<ul style="list-style-type: none"> <li>I act to drive the purpose of the LMA, even if I do not always benefit directly.</li> <li>I actively seek to involve others and share what I have learnt.</li> <li>I support my committee members even if I disagree with their point of view.</li> <li>I communicate effectively and accurately.</li> </ul>	<ul style="list-style-type: none"> <li>I undermine others when I disagree with their opinions.</li> <li>I do not collaborate with others or share ideas and insights.</li> <li>I do not take responsibility for how I communicate.</li> </ul>	<ul style="list-style-type: none"> <li>Driving a point for individual reasons under the guise of market benefit.</li> <li>Inaccurately representing to brokers that there were disagreements over a technical document.</li> <li>When confronted with a query over behaviour, it is ignored.</li> </ul>
<b>Trusted</b> 	<ul style="list-style-type: none"> <li>I always act with integrity.</li> <li>People feel safe to speak up and share their perspective when they interact with me.</li> <li>I behave in ways that align with what I say.</li> <li>I act with fairness and demand it from others.</li> <li>I hold myself accountable for my words and behaviours.</li> <li>I share appropriate information with others.</li> </ul>	<ul style="list-style-type: none"> <li>My actions and behaviour are inconsistent.</li> <li>I do not hold myself or others accountable for their words or actions.</li> <li>I do not make people feel respected in their interactions with me.</li> </ul>	<ul style="list-style-type: none"> <li>Vocally supporting diversity of committee membership while blocking changes.</li> <li>Driving a point for individual reasons under the guise of market benefit.</li> <li>Aggressively challenging the views of others.</li> </ul>
<b>Passionate</b> 	<ul style="list-style-type: none"> <li>I understand the importance of my work with the LMA and wider market and how it enables others.</li> <li>My behaviour shows my commitment to the purpose of the LMA.</li> <li>I am committed and positive during my interactions with the LMA.</li> </ul>	<ul style="list-style-type: none"> <li>I am overly critical and do not present solutions when faced with challenges.</li> <li>My behaviour does not serve the purpose of the LMA.</li> <li>I do not approach working with the LMA with enthusiasm and energy.</li> </ul>	<ul style="list-style-type: none"> <li>Proposing a course of action, critiquing other proposals but refusing to identify alternatives.</li> <li>Failing to attend meetings, particularly when project progress relies on engagement.</li> </ul>
<b>Bold</b> 	<ul style="list-style-type: none"> <li>I speak up when I have ideas and insights, and when challenge is required.</li> <li>I am open to ideas and input from a diverse array of people.</li> <li>I prioritise innovative and agile thinking.</li> </ul>	<ul style="list-style-type: none"> <li>I shut down diverse perspectives.</li> <li>I rely on input from a limited number of people.</li> <li>I do not speak up when ideas or behaviour need to be challenged.</li> <li>I am not open to change.</li> </ul>	<ul style="list-style-type: none"> <li>It has always been done like this so it shouldn't change.</li> </ul>

The behavioural framework establishes exemplar behaviours aligned to each of our values that will enable and sustain an inclusive environment. Contra-indicators represent behaviour not aligned to our values, and act as barriers to creating an inclusive, high-performing culture.

## Complaints

Any individual participating with the LMA is entitled to make a complaint about the behaviour of another member of the LMA that you consider is contrary to the Charter.

One can contact any of the following:

1. The LMA Secretary of the Committee or Forum concerned;
2. The LMA Legal Director; or
3. The LMA HR, Academy and Communications Director.

The LMA will treat any complaint confidentially and we will let you know the outcome of our consideration as to how to deal with the issue reported.

## Removal of Individuals from LMA Events

In the event that the LMA considers that an individual's behaviour in the London market does not live up to our Charter in their interaction with us or their peers in the market, such that their continued participation within the LMA exposes the LMA to being brought into disrepute, we reserve the right to remove that individual from participating within the LMA (temporarily or permanently), including (but not limited to) the LMA Board, committees, panels, and forums,

This decision will be communicated by:

1. The Chairman or Secretary of the Board, Committee or Forum concerned; or
2. In the case of Academy events by the LMA HR, Academy and Communications Director; or
3. The LMA Legal Director (who will be involved in all matters dealt with under this section).

If an individual is asked to refrain from participating with the LMA, that individual can challenge that decision if they feel that the matter has not been dealt with in a satisfactory manner. Such an individual should contact the LMA Legal Director, who will refer it to the CEO of the LMA for adjudication.

The CEO can, in his or her sole discretion, refer a matter to the Chairman of the LMA Board or the LMA Board, in the event that he or she considers that a matter is serious enough to require further adjudication.